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MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

November 12, 2009

Present: Nancy Black, Wilda Brown, Terry Burgess, Pamela Chevalier, Zack Commander, Bill Cook, Kathy Crocker, Frank Edwards, Libby Jones, Laura Keeney, Ron Kendrick, Carl Noyes, Paul Russ, Renee Sisk, Andrea Stevens, Amelia Thorpe, and Rosemary Weaver.

Absent: Gladys Christian, Marianne Clayter, David Taylor Jr, and Glenda Woodson.

Staff Present: Luckey Welsh, Stuart Berde, Jim Jarrard, and Cathy Kocian.

Guests Present: Carolyn Anthony and Fred Johnson.

Presenter & Topic	Discussion	Action
Welcome: Ron Kendrick, SCFAC Chair	<ul style="list-style-type: none">• The meeting was called to order at 9:30 AM.• Ron Kendrick welcomed Luckey Welsh and Jim Jarrard to the SCFAC meeting.	The agenda was approved. The September 2009 minutes were approved with changes.
SCFAC Response Task Team	<ul style="list-style-type: none">• SCFAC members reviewed the Response Task Operating statement and a response template that members approved in 2008. Discussion included the need for SCFAC members to adhere to the approved protocol.• SCFAC members all agreed that individual and local CFAC issues need to receive an appropriate contact name and contact information for the person(s) responsible for assisting them with their concerns.	
SCFAC Bylaws	<ul style="list-style-type: none">• Given the SCFAC meeting schedule change, the bylaws need to be revised to reflect the election process accordingly. Therefore, members approved the following changes: Section 2. Election Term of Office, and Qualifications A Nominating Committee composed of at least three members shall be nominated from the floor prior to the election. The Chair and Vice Chair shall be nominated by the Nominating Committee at the regular March Meeting for election at the May meeting in even numbered years.	Cathy Kocian will make the approved changes to the bylaws, and send them to SCFAC members.
Public Comment/Issues	<ul style="list-style-type: none">• Carl Noyes provided an update on Community Support Services (CSS) and they are ending June 30, 2010. He mentioned that the LMEs are meeting with CSS providers in their area to transition consumers to appropriate care. Carl explained that the Critical Access Behavior Health Agencies (CABHA) are	

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	being put in place to assist with a more manageable system. This will allow for the most qualified comprehensive provider agencies to be in place.	
LOC Schedule	<ul style="list-style-type: none"> • Ron Kendrick discussed the 2010 LOC meeting schedule, and requested that one of the other 3 task teams develop a presentation for the January 13, 2010.LOC meeting. 	Andrea Stevens and Nancy Black will consider the opportunity to develop a presentation from the Services or Budget Task Team.
Discussion with Division Leadership Jim Jarrard	<ul style="list-style-type: none"> • Jim Jarrard reiterated Carl Noye's explanation and stated that the comprehensive providers will be private providers working within the LME service area to assist MH/SA consumers (DD services are not included in the CABHAs role). The CABHA applications will be sent out to LMEs and providers on November 15, 2009. Each Critical Access Behavioral Health Agency is required to offer the following Core Services: <ul style="list-style-type: none"> • Case Management for MH/SA not included in a bundled service (may only be provided by Critical Access Behavioral Health Provider agency). • Comprehensive Clinical Assessment. • Medication management. • Outpatient therapy, and • Two additional services from the following list, which serve to create a continuum of care for the age/disability of the consumers to be served: <ul style="list-style-type: none"> • Intensive In-Home (IIH) • Community Support Team (CST) • Substance Abuse Intensive Outpatient Program (SAIOP) • Substance Abuse Comprehensive Outpatient Treatment(SACOT) • Child Residential Level II, III, and IV • Therapeutic Family Services (TFS) • Day Treatment • Psychosocial Rehabilitation (PSR) • Assertive Community Treatment Team (ACTT) • Multi-Systemic Therapy (MST) • Mobile Crisis Team. • Frank Edwards stated that advocacy organizations are concerned that some providers may leave the service system and inquired about the idea of affiliation. Jim acknowledged that in order to be a comprehensive service provider the providers will be required to meet the CABHA criteria. Andrea Stevens mentioned that the comprehensive 	

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	<p>service providers in the PBH catchment area have high quality providers. In addition, the process has been quite effective and the accountability is high.</p> <ul style="list-style-type: none">• Prior to the November 2009 SCFAC meeting, SCFAC members had requested additional information on Fund Balance and the LMEs. Therefore, Jim developed a presentation that consisted of:<ul style="list-style-type: none">• What is Fund Balance?• How much is enough?• How is the Fund Balance certified?• Who doesn't have a fund balance?<ul style="list-style-type: none">▪ Mecklenburg,▪ Cumberland,▪ Wake,▪ Johnston,▪ Durham, and▪ Guilford.• Who has a fund balance?<ul style="list-style-type: none">▪ ECBH/Albemarle,▪ Southeastern Area,▪ Southeastern Regional,▪ Onslow-Carteret,▪ Sandhills,▪ Five County,▪ MHP,▪ WHN,▪ Crossroads,▪ PBH,▪ Alamance –Caswell,▪ OPC,▪ Eastpointe,▪ Centerpoint,▪ Beacon Center,▪ SMC, and▪ Pathways.• Rules about fund balance?<ul style="list-style-type: none">▪ Restricted,▪ Reserved, and▪ Designated.• What about single counties?	<p>Cathy Kocian will distribute the Fund Balance PowerPoint to SCFAC members via email.</p>
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	<ul style="list-style-type: none"> • How fund balance affected LME allocations this fiscal year. • Rosemary Weaver is concerned that all LME board members need to be educated on Fund Balance, and suggested that the local CFAC members also receive training on fund balance. Renee Sisk acknowledged that she sits on a county board and said that most county board members do understand fund balance. Ron Kendrick explained that there also might be different board structures across the state. • SCFAC members discussed the independence of local CFACs from the LMEs in terms of: <ul style="list-style-type: none"> • CFACs need to be self-governing and self-directed in their appointment process of CFAC members. • Current CFAC members need to be the appointing body of the local CFACs. • Its best not to have the LME Board approve CFAC members. • Jim explained that Senator Nesbitt has been reconsidering some of the fund reductions that occurred this past year within MH/DD/SAS. Everyone would like to see modifications and adjustments next year. Libby Jones and Nancy Black explained that they have been attending the External Advisory Committee (EAT) meetings and the group has been asked to formulate a proposal to LOC requesting that the funds be put back into the MH/DD/SAS service system. • Frank Edwards inquired about the Case Management definition and rate. Jim stated a rate must be established prior to submitting the service definition to CMS. At this time, they need to come up with an average rate across the board that will be based on approximately 2.25 hours per month per client (3-4 hours for high intensity clients). • Secretary Cansler has required the Division of MH/DD/SAS to explore the expansion of the PBH Waiver. Jim discussed the Medicaid Waiver in terms of the proposed timeline for submission to CMS by December 15, 2009, and acknowledged that there would be a reduction in LMES. 	
Division of State Operated Healthcare Facilities Luckey Welsh	<ul style="list-style-type: none"> • Luckey Welsh, Division of State Operated Healthcare Facilities Director, explained that the Secretary was planning to create a new Division for State Facilities, and provided SCFAC members with some background information. Luckey served as the past CEO for an acute care hospital in Lumberton, NC. • SCFAC members received a map of the 15 State Facilities located across NC which can be located on the website http://www.dhhs.state.nc.us/mhfacilities • Luckey explained that there is a Zero Tolerance policy for intentional abuse and neglect in the State facilities. Currently, there are 12,000 employees that get up every day to help people. The staff is working to make employment more consistent in terms of best practices across the state. These are human 	<p>Cathy Kocian will distribute the Division of State Operated Healthcare Facilities LOC PowerPoint via email to SCFAC members.</p>

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beings helping human beings and this creates a learning opportunity for everyone. The biggest challenge is to regain the trust of the citizens of NC and everything is open to the public. There are a lot of safety issues and the Division is looking at ways to move out inappropriate staff.

- Luckey reported that Mike Watson, Assistant Secretary, is working with local communities to increase capacity at the local level. The goal at this time is to move 100 patients from Dix to CRH during the 1st quarter next year. In addition, there will be 300-400 employees that are relocated from Dix to CRH in Butner. There needs to be training in place and appropriate quality of care. Fifty percent of all admissions are generally 1-7 days and this is not the vision of usage for the state hospitals. The goal is for those who need the longest stay and increased needs. Central Regional Hospital (CRH) can expand if it needs to and add on pods. Dorothea Dix Hospital is going to remain open and provide services to approximately 121 individuals:
 - 60 adult beds,
 - 24 beds are under contract with Wake County,
 - 25 Forensic beds, and
 - 21 youth beds.
- Rosemary Weaver inquired about the 3 Way Hospital Contracts that will be between the:
 - Division of MH/DD/SAS,
 - LME, and
 - Local hospitals.

These contracts will allow funding to open psychiatric units in the local communities. Wilda Brown commented on crisis calls made in the local communities and stressed the need for care. Since the local community is the first source of help, there needs to be services in place. Luckey mentioned that commitment orders can be broken in the emergency department because people come out of crisis.

- Wendi McDaniel is the Team leader for State Facilities Advocates and her team can assist people with advocacy and rights issues in the State Facilities. Wendi can be contacted at wendi.mcdaniel@dhhs.nc.gov
- SCFAC members asked questions on a variety of issues and Amelia Thorpe commented on the fact that Whitaker and Wright schools were able to remain open this year. Plus, Cherry hospital has regained certification and Phillip Cook is the new Director overseeing that facility. Laura Keeney inquired about services for people who are dually diagnosed and Luckey said he wants to make sure the people get the right treatment. Finally, there have been some changes in food services and auxiliary purchases.
- Luckey mentioned that the State Facilities management meet quarterly in Raleigh as a group to share ideas and solutions. He believes it's important to

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	meet as a group and determine issues of priority.	
Legislative Oversight Committee (LOC) Update	<ul style="list-style-type: none"> • Nancy Black and Kathy Crocker attended the October 14, 2009 LOC meeting. However, due to LOC scheduling needs Kathy was not able to present the LCFAC to SCFAC survey results until the November LOC meeting. • Kathy Crocker presented the LCFAC to SCFAC 2009 survey results to the LOC on November 10, 2009. • SCFAC has a designated seat at the LOC meetings which is located with the Division of MH/DD/SAS staff. The protocol for SCFAC members when attending the LOC meetings is as follows: <ul style="list-style-type: none"> ○ Upon arrival to the LOC meeting, introduce self to Rennie Hobbie who sits to the left of Representative Verla Insko at the podium. ○ Ask to speak to Senator Marvin Nesbitt and Verla Insko. If they are busy let Rennie know the SCFAC is available to address any issues that the LOC might have. 	<p>Amelia Thorpe will be attending the December 9, 2009 LOC meeting.</p> <p>Andrea Stevens (Services Task Team) or Nancy Black (Budget Task Team) will develop a PowerPoint presentation for the January 13, 2010 LOC meeting.</p>
Executive Leadership Team (ELT) Update	<ul style="list-style-type: none"> • Carl Noyes has been attending the ELT meetings in Raleigh. 	
External Advisory Team (EAT) Update	<ul style="list-style-type: none"> • Libby Jones and Nancy Black have been attending the EAT meetings in Raleigh. EAT members discussed the new incident reporting and existing procedures at the October meeting. • EAT members were asked to generate ideas specific to consumer issues in the community. At the December 17, 2009 meeting, members will help the Division formulate a proposal to submit to the LOC regarding the budget cuts and hardships directly incurred as a result of the cuts. • Ron Kendrick stated that the SCFAC is an advisory group whose role is to provide advice and recommendations on how things could be done differently. The Statute states that the SCFAC “<i>advises the Department and the General Assembly on the planning and management of the State's public mental health, developmental disabilities, and substance abuse services system</i>”. • Libby explained that the Division of MH/DD/SAS is developing a web-based fact sheet for Judges that explains the changes in Level III & IV group homes. In addition, there will be a training with System of Care Coordinators. 	Beginning January 2010, Wilda Brown and Nancy Black will attend the monthly EAT meetings in Raleigh. Libby Jones will serve as a back up.
SCFAC Annual Report	<ul style="list-style-type: none"> • Renee Sisk agreed to be the Plans Task Team Chair and finalize their annual report. • The Budget, Services, and SCFAC/LCFAC Interface Task Teams provided SCFAC members with their respective Task Team Annual reports. • Ron Kendrick discussed the annual report format that will include: <ul style="list-style-type: none"> ○ Recommendations made, ○ Issues (i.e. Fund Balance, Budget, and Accountability), and 	

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	<ul style="list-style-type: none"> ○ Responses. 	
SCFAC/LCFAC Interface Task Team	<ul style="list-style-type: none"> • The SCFAC/LCFAC Interface Task Team needs to develop a letter that will be sent to local CFACs with the final survey results. Kathy Crocker discussed the need to identify technical assistance in accordance with Statute that states the SCFAC shall "<i>Provide technical assistance to local CFACs in implementing their duties</i>". The local CFAC statute states the LME shall provide staff to assist the local CFAC with "<i>identification of service gaps and underserved populations, training to review and comment on business plans and budgets, procedure to allow participation in quality monitoring, and technical advice on rules of procedure and applicable law</i>". Cathy Kocian mentioned that the Consumer Empowerment Team will assist the local CFAC any way possible and offer information, technical support, state documents and research upon request of the local CFAC. • Kathy Crocker explained the next steps for the Task Team: <ol style="list-style-type: none"> 1. Identify the LCFACs who responded that they disagree or strongly disagree on the topic in question and determine recommendations for technical assistance. 2. The Task Team wants to make sure that LMEs are aware of the top 5 recommendations. 3. Distribute the survey with a letter to the LCFAC, DHHS, etc on Monday, December 21, 2009. 	The SCFAC/LCFAC Interface Task Team will complete their LCFAC to SCFAC survey findings and submit the final report on December 20, 2009 for distribution.
Assistant Secretary Mike Watson	<ul style="list-style-type: none"> • Mike Watson, Assistant Secretary, will attend the January 14, 2010 SCFAC meeting at the request of SCFAC. The following discussion points were suggested by SCFAC members: <ul style="list-style-type: none"> ○ An overview of your job. ○ What is your concentration/focus? ○ Given your role, how does it relate to the LMEs? ○ What is the role that you will play with communication between the Secretary and SCFAC? ○ How will you address accountability issues? 	Cathy Kocian will send Mike Watson the requested discussion points for the January 2010 meeting.
Employment issues within the State Hospitals	<ul style="list-style-type: none"> • Carl Noyes agreed to research and draft a letter supporting the Office of State Personnel (OSP) change pertaining to the rules of hiring and firing employees at State Hospitals that models UNC Chapel Hill precedence. 	
Next Meeting Date	<ul style="list-style-type: none"> • The next meeting is scheduled for January 14, 2010 from 9:30 A.M.-3:00 P.M. The meeting will be held in the Four Sisters Room at the Clarion Hotel State Capital, 320 Hillsborough Street, Raleigh, N.C. 	
January 2010 Meeting Agenda	<ul style="list-style-type: none"> • Approval of the Agenda. • Approval of the November 2009 minutes. • Public Comments/Issues. • Approve the bylaw changes. 	

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| | <ul style="list-style-type: none">• Discussion with Division Leadership.• Mike Watson, Assistant Secretary.• Elect a Nominating Committee.• Local CFAC to SCFAC Survey presentation.• SCFAC Annual Report.• SCFAC Task Team Annual Reports.• LOC update.• Interface with local Representatives and Senators. | |
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